

Application No.: 09/847,256

Attorney Docket No.: 00-4037

**REMARKS**

This is in full and timely response to the Office Action mailed May 7, 2004 (Paper No. 19). Reexamination and reconsideration in light of the above amendments and the following remarks are respectfully requested.

By this Amendment, claims 1, 14, 21 and 22 were amended to include elements deemed allowable, namely that the topic output is a feature vector that contains the number of times the at least one word stems and word classes were found in the determined phrase, and wherein the maximum benefit router performs at least one of analyzing the feature vector, outputting a posterior possibilities vector, inputting a posterior possibilities vector and determining the expected benefit of routing the call to each of a predetermined destination, and outputting a benefit sorted vector of destinations, benefits and topic scores. Support for this amendment can be found variously throughout the specification, for example, allowed claims 16, 20 and 23. No new matter was added.

Applicant's Representative thanks the Examiner for acknowledging the allowance of claims 16-18, 20 and 23.

Claims 1-18 and 20-23 are currently pending for the Examiner's reconsideration, with claims 1, 14, 16 and 21-23 being independent, with claims 16-18, 20 and 23 being allowed.

**Rejections under 35 U.S.C. §103****1. Claims 1-3, 6, 8, 14-15 and 21-22**

Claims 1-3, 6, 8, 14-15 and 21-22 are rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Patent No. 6,477,240 to Lim et al. in view of U.S. Patent No. 6,347,240 to Fisher et al. Applicant respectfully traverses this rejection.

However, in order to expedite prosecution, and while not acknowledging the propriety of the rejection, Applicant has amended independent claims 1, 14, 21 and 22 to incorporate elements deemed allowed in the Office Action at page 2, paragraph 1.

Accordingly, withdrawal of this rejection is respectfully requested.

Still further, claims 2-3, 6 and 8, being dependent upon claim 1, and claim 15 being dependent upon claim 14, are also allowable for the reasons above. Moreover, these claims are further distinguished by the materials recited therein, particularly within the claimed combination. Withdrawal of the §103(a) rejection is therefore respectfully solicited.

Application No.: 09/847,256

Attorney Docket No.: 00-4037

**2. Claims 4-5 and 7**

Claims 4-5 and 7 are rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Patent No. 6,477,240 to Lim et al. in view of U.S. Patent No. 6,347,240 to Fisher et al., and further in view of U.S. Patent No. 6,269,153 to Carpenter et al. Applicant respectfully traverses this rejection.

Claims 4-5 and 7, being dependent upon claim 1 are also allowable for the reasons above. Moreover, these claims are further distinguished by the materials recited therein, particularly within the claimed combination. Withdrawal of the §103(a) rejection is therefore respectfully solicited.

**3. Claims 9 and 10**

Claims 9 and 10 are rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Patent No. 6,477,240 to Lim et al. in view of U.S. Patent No. 6,347,240 to Fisher et al., and further in view of U.S. Patent No. 5,794,192 to Zhao. Applicant respectfully traverses this rejection.

Claims 9 and 10, being dependent upon claim 1, are allowable for the reasons above. Moreover, these claims are further distinguished by the materials recited therein, particularly within the claimed combination. Withdrawal of the §103(a) rejection is therefore respectfully solicited.

**4. Claim 11**

Claim 11 is rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Patent No. 6,477,240 to Lim et al. in view of U.S. Patent No. 6,347,240 to Fisher et al., and further in view of U.S. Patent No. 6,404,876 to Smith et al. Applicant respectfully traverses this rejection.

Claim 11, being dependent upon claim 1, is allowable for the reasons above. Moreover, this claim is further distinguished by the materials recited therein, particularly within the claimed combination. Withdrawal of the §103(a) rejection is therefore respectfully solicited.

Application No.: 09/847,256

Attorney Docket No.: 00-4037

**5. Claims 12 and 13**

Claims 12 and 13 are rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Patent No. 6,477,240 to Lim et al. in view of U.S. Patent No. 6,347,240 to Fisher et al., and further in view of U.S. Patent No. 6,295,533 to Cohen. Applicant respectfully traverses this rejection.

Claims 12 and 13, being dependent upon claim 1, are also allowable for the reasons above. Moreover, these claims are further distinguished by the materials recited therein, particularly within the claimed combination. Withdrawal of the §103(a) rejection is therefore respectfully solicited.

**C. Conclusion**

All rejections having been addressed, it is respectfully submitted that the present application is in condition for allowance, and a Notice to that effect is earnestly solicited.

Applicant believes no fee is due with this response. However, if a fee is due, please charge our Deposit Account No. 07-2347, under Order No. 00-4037 from which the undersigned is authorized to draw.

Respectfully submitted,

Dated: August 6, 2004

By \_\_\_\_\_

  
Joel Wall  
Reg. No. 25,648

Verizon Corporate Services Group Inc.  
600 Hidden Ridge Drive, HQE03H14  
Irving, TX 75038  
Customer No.: 32127  
(972) 718-4800